


16 April 1987

MEMORANDUM FOR: Chief, Information & Management Support Staff, OL

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FROM:


Chief, New Building Project Office, OL

SUBJECT: Bureaucratic Deterrents to Completion of
Responsibilities and Potential Solutions

REFERENCE: OL 4055-87, Same Subject

1. I would like to submit two items for your consideration in responding to the DDA's call for identification of bureaucratic stumbling blocks. Unfortunately, I am providing only half of a response! We can identify what are to us problems; but we do not know enough about the processes involved to pretend to have solutions. And, the problems we cite may be due to factors other than bureaucratic. You can determine whether they should be included in your response.

2. The first problem is one shared by every component in the Headquarters building; i.e., telephone installation/modification. While NBPO has had no direct telephone requirements during my tenure here, we have been involved indirectly in construction-related telephone requirements on behalf of components such as the Office of Security and Facilities Management Division, OL. In those instances, it was necessary to obtain the signature of the Director, Office of Information Technology to have phones installed at the Rt. 123 Visitor Control Center and the new North Loading Dock. As you are aware, currently it is necessary to have the Executive Assistant to the DDA sign off on requests for telephone services after a senior Office representative has reviewed the request.

3. In an era when the Agency is striving for excellence and more delegation of authority, a request for rather simple telephone work should not have to be addressed by senior Agency management. I realize that the current situation within the Agency regarding telephones may call for such action; but nonetheless, it is a counterproductive when components must go through so much to obtain service or perhaps even have to do without. It seems that we have never handled telephones very well, whether it was the responsibility of OL, OC, or OIT!

4. My Security Officer has encountered some difficulties in bringing in additional security monitors for the New Headquarters Building (NHB) construction project. When they retired, most of these monitors were working within Agency buildings with full clearances and with access to

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classified, often codeword information. Yet, even when they wish to begin working as a security monitor immediately after retirement, I understand it often takes six to twelve months to clear them so that they can go into an unclassified building and have no access to classified information. I cannot see the logic in that - particularly when there are security escorts (often immature) working without full background investigations and polygraphs in the Original Headquarters Building where there are classified documents and classified discussions. Attached is input from my Security Officer.

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Attachment

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Orig - Adse (w/att)
1 - OL/NBPO Subject (w/att)
1 - OL/NBPO Chrono (w/att)
1 - OL Files (w/att)

Bureaucratic Problems

Clearing Agency retirees to work on the New Building Construction project has been a six to twelve month process. We repeatedly experience snafus within personnel on the initial clearance form processing. Then more problems are encountered getting timely polygraphs & background investigations. Once all that is done frequent problems are encountered within the Contracts Division, to get the contracts written & forwarded to the NBPO/SS, so the contract may be signed & the monitor put to work.

An exemption was granted to allow the NBPO/SS to hire monitors within the first year of Agency retirement. This has been greatly nullified because the process noted above prevents the timely generation of a contract. As a result we are unable to fully staff our NBPO/SS monitor needs.

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